



HOW TO FIND OUT YOUR CARDINAL CARD BALANCE

Your current balance is printed on your last store receipt. **Always save your EBT store receipts in your Cardinal Card Receipt Saver.** However, if you have lost your last store receipt, have your card available and:

- STEP 1** Call the toll-free Customer Service Help-Line, 1-866-281-2448. This number is listed on the back of your Cardinal Card.
- STEP 2** Press 1 for English or 2 for Spanish.
- STEP 3** Press your 16-digit card number. If you enter the wrong number, you will be asked to try again.
- STEP 4** You will hear your remaining balance.
- STEP 5** You may hang up, OR
You may choose other service options.

If you don't have a touch tone phone, please hold and you will be assisted.

This is an equal opportunity program. If you believe you have been the victim of discrimination in your efforts to receive government benefits because of race, color, national origin, sex, age, disability, religious creed, or political beliefs, write immediately to the Administrator, Food and Nutrition Services, 3101 Park Center Drive, Alexandria, VA 22302.

HOW TO USE THE CARDINAL CARD WHEN YOU BUY FOOD

- STEP 1** Before you shop, check your balance by checking your last receipt.
- STEP 2** Choose your groceries and go to a checkout lane.
- STEP 3** Tell the store clerk that you're using your EBT Cardinal Card. Once your groceries have been totaled, slide your card through the Point-of-Sale (POS) terminal OR hand it to the store clerk.
- STEP 4** Enter your four-digit PIN on the keypad. The terminal will show (****); you will not see your PIN on the terminal screen. **Remember to keep your PIN a secret!**
- STEP 5** Press the ENTER or YES key. (If you're not sure which key to press, ask the store clerk.)
- STEP 6** The store clerk enters the food stamp total and, if it is right, you press the ENTER or YES key.
- STEP 7** You will get a copy of a printed receipt that will tell you the total amount of your EBT purchase and your new balance.
- STEP 8** **Always keep your EBT receipt in your Cardinal Card Receipt Saver so you will know your balance the next time you shop.**

If you wish to report a fraud that has occurred involving the EBT card, you may contact the Fraud Hotline at 1-877-553-3636 or your local agency Fraud Unit. Remember to always report changes in income, address and/or living arrangements to your worker.

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VA03 (8/01)